

MEDIATION SURVEY

Now that you have completed mediation, please take a few minutes to fill this out. Your input is very important and will help us improve this program. Your answers will be completely confidential, and will only be used in the aggregate for statistical purposes. Please return your completed survey to: Pamela Pontillo, Office of Dispute Resolution, GC-12, Room 6B-222 Forrestal Bldg., or fax to 202-586-7400.

Your name: (OPTIONAL) _____

1. In this mediation, were you the:

- ☐ Complainant / Plaintiff (person with the complaint)
- ☐ Respondent / Defendant
- ☐ Other

2. Were you mediating an:

- ☐ EEO complaint
- ☐ Grievance
- ☐ Workplace concern
- ☐ Other

3. Your position title and grade: _____

4. Are you: ☐ Male ☐ Female

5. If you were the person who requested mediation, what were your issues/concerns?

6. Approximately how many hours did you spend in mediation?

7. Approximately how much time elapsed from the beginning of mediation until the end?

8. Who suggested mediation?

9. Did you reach a settlement of your issues/concerns in mediation? (If yes please answer questions 10-12. If no please continue to question 13.)

- ☐ Yes
- ☐ No

10. What were the general terms of your agreement (optional)?

11. What would you have done if an agreement was not reached in mediation?

12. How long do you think it would have taken you to get the problem resolved if you did not mediate?

The following questions ask about your experiences in the 'Mediation'.

13. My experience participating in the mediation was completely satisfactory.

- ☐ Agree strongly
- ☐ Agree somewhat
- ☐ Disagree somewhat
- ☐ Disagree strongly

14. I was treated with respect during the mediation.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

15. We were able to discuss all of the important issues during mediation.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

16. I trusted the mediator(s).

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

17. I had enough information to prepare for the mediation.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

18. If I had another dispute or problem like this one, I would want to try mediation to resolve it.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

19. I would recommend mediation to others at the Department.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

20. If not, why not?

21. I think my relationship with the other party will be improved because we participated in mediation.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

22. I feel I had a better outcome through mediation than if I used other more traditional methods.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Disagree Somewhat
- ☐ Disagree Strongly

23. If no agreement was reached, do you believe the mediation was still helpful?

- ☐ Very Helpful
- ☐ Somewhat Helpful
- ☐ Slightly Helpful
- ☐ Not Helpful

The following questions are optional.

24. If you found there were benefits from the mediation regardless of whether you reached an agreement, please describe them (optional):

25. What did you like best about mediation?

26. What, if anything, did you like least about mediation?

27. Do you have any comments that might help us improve this program?

Thank you for your comments. Your answers will be completely confidential, and will only be used in the aggregate for statistical purposes. Please return your completed survey to Pamela Pontillo, Office of Dispute Resolution, GC-12, Room 6B-222 Forrestal Bldg., or fax to 202-586-7400.